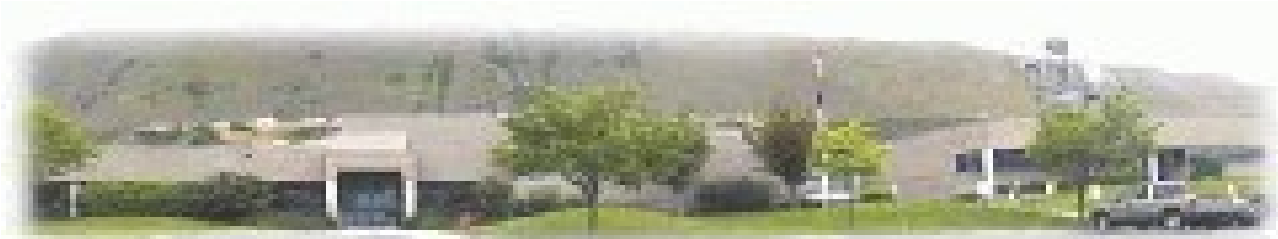# Training Academy

Training Plan and Course Catalog FY09

UDC/TA

Utah Department of Corrections
Training Academy

Larry and Gail Miller Public Safety Education and Training Center	**Fred F. House Training Facility**	**Central Utah Training Facility**
410 West 9800 South	14727 South Minuteman Drive	255 East 300 North
Sandy, Utah 84070	Draper, Utah 84020	Gunnison, Utah 84634
801-256-2450	801-495-6600	(435) 528-6100
Fax: 801-256-2474	Fax: 801-571-3095	FAX Number: 435:528-6000

SECTION I

GENERAL INFORMATION
INDEX

FRED HOUSE FACILITY Number   **495-6600**
FAX Number   **571-3095**

L&GMPSE&TC Number   **256-2450**
FAX Number: **256-2474**

CENTRAL UTAH TRAINING FACILITY   **(435) 528-6158**
FAX Number: **(435) 528-3051**

ON-LINE TRAINING
DISTANT LEARNING

In an attempt to better serve the staff of the Utah Department of Corrections, the Training Academy has been working on alternative methods for delivering certain types of training. Many of the MANDATORY class that are required in the department are based on what an individual knows, and in the past has been delivered using a directive approach to teaching. As often as these classes are repeated it is safe to say that most, if not all of the staff, have the knowledge necessary in each of the mandatory topics to meet any training requirements.

THEREFORE, many of these mandatory topics have been revised and formatted into a Distant Learning Program. Staff members completing training in various topics must pass the accompanying test. In this manner we will be able to allow participants to receive the necessary training, at their own pace, within the workplace and still verify they have completed the course and achieved a level of competency approved by the Department. There may be times, when a class(es), listed below, will be delivered in a classroom setting.

- **AIR BORNE PATHOGENS**
  This training course is recommended on an annual basis for all members who are at risk to exposure to airborne pathogens. The program covers the epidemiology of diseases; workplace practices; personal protective equipment, first aid and reporting procedures.

- **AMERICANS WITH DISABILITY ACT**
  Congress passed ADA in 1990. Over the years more and more emphasis has been placed on issues that not only affect all employers, but the impact that this Act has on an inmate population. In January of 2001 the Audit Bureau recommended that this topic become mandatory with an annual training requirement. This course will be updated on a yearly basis.

- **BLOOD BORNE PATHOGENS**
  This training course is mandatory on an annual basis for all members who are at risk to exposure to blood and airborne pathogens. The program covers the epidemiology of diseases; workplace practices; personal protective equipment, first aid and reporting procedures.

- **CRISIS MANAGEMENT/EMERGENCY PROCEDURES**
  - **Emergency Procedures: Overview and Response Plan**
    This training is required every two years and will be offered in conjunction with department policy and procedures and will discuss emergency procedures and response plan for the Department of Corrections.

- **DRIVING COURSES:**
  - **Defensive Driving**
    This training is mandatory on an annual basis for staff who are assigned a state car, or who drive a state car as an essential part of their job All others should complete the training every three years. The course is being delivered in conjunction with the State Office of Risk Management and is intended to remind state employees of the important aspects of driving to avoid accidents. **A class in Emergency Vehicle Operations will count as defensive driving for the year.**

  - **Van Driving**
    A review of the elements for driving vans safely. **This course does not replace the Coaching the Van Driver Course required prior to operating 15-passenger vans.**

  - **Emergency Vehicle Operations**
    A review of the legal requirements for emergency vehicle operations and pursuits.

- **FEMA TRAINING**
  The following FEMA classes are offered on line through FEMA.gov

  - **FEMA ICS IS-100 LE Introduction to Incident Command System** Required for all certified officers in the Department. (Entry level first responders, disaster workers, and elected officials) **On-Line**
  - **FEMA ICS IS-200 Single Resources and Initial Action Incident** Required for First Line Supervisors (ISC single resource leaders and other emergency response personnel that required a higher level of ICS training.) **On-Line**
  - **FEMA IS-700 National Incident Management System (NIMS)** Required for all certified officers in the Department. (Entry level first responders, disaster workers, and elected officials) **On-Line**
  - **FEMA IS-800 National Response Plan (NRP)** Required for middle management (ICS strike team and task force leaders, branch director and EOC staff) **On-Line**

- **FIREARMS**
  This training is mandatory on an annual basis for all department staff that carries or uses any type of weapon whether it is lethal or less-than-lethal. This presentation and test

should be completed before the staff a member attends any lethal or less-than-lethal training. The presentation will cover the basic firearms classroom material, safety, chemical agent, less lethal weapons including paintball. Members will not be allowed on any range for training and qualification if this program has not been successfully completed.

- **GRAMA**

  This class is being offered to provide staff with pertinent information regarding the Government Records Access Management Act. The mishandling of records can leave the individual and the department subject to liability. It is important that each staff member be familiar with how we should manage records and information.

- **MENTALLY DISORDERED OFFENDERS**
  - **Mentally Disordered Offender I Overview**

    This class is required annually for all members of the Division of Institutional Operations and Division of Utah Corrections Industries, who work directly with or supervise inmates, as a result of the law suit, <u>Henry v DeLand</u>, Civil No. 89-C-1124 J. This training is delivered through the UDC On-Line Training Program.
  - **Suicide Prevention and Management**

    A review of methods for prevention and management of suicidal behavior as well as handling suicides or attempts will be discussed in the presentation.

- **POLICY AND PROCEDURES TEST**

  The test is required annual by the Department of Corrections.

- **PRISON RAPE ELIMINATION ACT**
  - **Prison Rape Elimination (PREA) I - Introduction**

    In September 2003 the Prison Rape Elimination Act (PREA) was signed into law. This course will provide the basic information staff members will need to assist the department in complying with the requirements of this act.
  - **Sex Crimes Investigation**

    A review of the techniques used in investigating sex crimes.

- **REPORT WRITING**

  This training is recommended for all department staff to be taken as needed. The presentation will cover the basic elements of report writing as it applies to corrections and law enforcement reporting. Included in the presentation will be a review of the basic principles of grammar, spelling, punctuation, etc.

- **REPORT WRITING FORMS**

  This training is recommended for all department staff to be taken as needed. The presentation will cover the basic elements for completing the report forms used by the Department.

- **SECURITY AWARENESS TRAINING**
  The State of Utah Department of Information Technology requires the completion of this training. The program consists of an on-line course that covers the essential aspects of computer security.

- **STAFF SEXUAL MISCONDUCT**
  This training is recommended for all department staff to be taken as needed. The presentation will cover the important elements related to staff offender relations. Additionally the presentation will cover the legal aspects of sexual misconduct and the actions, which can be taken for violation of the law.

- **TRAINING FOR INTERESTED PROFESSIONALS (TIPS)**
  - **TIPS PROGRAM #1:**   **MANAGEMENT TIPS (MTIPS)**
    MTIPS will deal with a variety of leadership material for managers and supervisors.
  - **TIPS PROGRAM #2:**   **INSTRUCTOR TIPS (ITIPS)**
    TIPS will deal with issues related to instructional development and delivery.
  - **TIPS PROGRAM #3:**   **GENERAL TIPS (GTIPS)**
    GTIPS will deal with any topics of interest. GTIPS may have information for your job or your personal life and will deal with safety, security, general information or preparedness.

- **UNLAWFUL HARASSMENT PREVENTION (DISCRIMINATION)**
  This training is mandatory for all Department of Corrections non-managerial staff. Training should be completed at every three years from initial training.

- **UNLAWFUL HARASSMENT PREVENTION (SEXUAL)**
  This training is mandatory for all Department of Corrections managerial staff. Training should be completed every three years from initial training.

- **WORKPLACE HAZARDS 1 & 2**
  This training is mandatory every three years and the course is divided into two programs. The first part of the program focuses the staff attention on chemical hazards in the workplace. The second part of the program focuses on other workplace hazards including workplace violence.

- **WORKPLACE VIOLENCE REDUCTION**
  This training is recommended every three years and focuses on the issues of violence in the workplace. The course will discuss those issues related to violence and methods of handling them.

Other courses may be added throughout the year.

ADDITIONAL APPROVED

ON-LINE TRAINING PROGRAMS

NATIONAL INSTITUTE OF CORRECTIONS
Video Conferences

The National Institute of Corrections (NIC) has developed several programs for FY01 and 02 that are available by way of their Video Conferences, which can be viewed over the World Wide Web on your computer. Some of the programs have already been presented while others are beginning developed for presentation later in the year. Programs offered by NIC are approved for viewing and training credit for Department members.

NATIONAL INSTITUTE OF CORRECTIONS
"E" Learning Center

What Is E-Learning?

E-Learning, or electronic learning refers to education provided using the Internet or a CDROM as its primary means of delivery. It's distinguished from simple information dissemination by having measurable objectives and expected outcomes. Successful e-Learning sites are engaging and require interaction not computer-fed passivity from learners.

E-Learning formats vary with text-only formats being the most basic. Combinations of graphics, quizzes, audio, and video components are common additions.

E-Learning can be done anywhere a learner has an Internet hookup or a CD Rom. E-Learning addresses needs that pop up any time. An industry buzzword for e-Learning advantages is "just-in-time learning".

People learn differently! Visual learners require a picture while others want it written out. Still others must be hands on and require interactivity. Auditory learners prefer to listen to a teacher. NIC's E-Learning has adopted a blended approach to take into consideration a variety of learning styles.

Blended Learning

What's blended learning? It simply means combining the best of E-Learning with the best of live, classroom learning in all of its forms. For example, Information Technology courses are sure-fire winners on the Internet. The topics can be broken down into "learning objects" and subjectivity is minimal.

On the other end of the learning spectrum is "leadership training." This catchall term for anything from group dynamics to communications techniques can be Internet-based. But often, it requires substantial examples and an understanding of the subtleties of human behavior. The basics of leadership training are often given on the Internet and followed up with classroom demonstrations in which learners test out theories...and look people straight in the eye.

Management practices fall somewhere in between these extremes and can lend themselves to "blended learning."

NIC e-Learning Focus

NIC recognizes that the "Information Age," compounded with the prudent use of available resources, has a direct impact on how correctional agencies and practitioners fulfill their mission. As a leader in correctional training, NIC has included E-Learning as a means to fulfill its training objectives and meet the needs of today's corrections professionals.

NIC provides courses that focus on the critical skills, knowledge, and tools that are required for the delivery of high quality services by staff working in adult correctional agencies. NIC provides courses to prepare Federal, state and local corrections professionals to meet the challenges of today's correctional environment.

Using the NIC E-Learning Center as a means to acquire new skills, or enhance training and skills already developed, provides an opportunity for corrections professionals to train on, or off, the job. The courses are self-paced, easily accessible, and a cost effective means of meeting training requirements.

Key NIC E-Learning Center System Features Include:

Professional Skill Development Courses - individual courses in communication, human resources, management, leadership, project management, team building and more.

A tool for providing college credit and CEUs through several colleges and universities. Individuals send transcripts and evidence of having taken certain course to each school, which determines credit availability or CEUs. (Pending)

Discussion Groups to share information and build a community of learners with others agencies across the nation.

Student Transcripts to show a complete history of training course through the NIC E-Learning Center.

Customized Courseware - As the NIC E-Learning Center grows; users will have access to customized courses from NIC, which will be designed, specifically for targeted correctional populations.

View Course Catalogs allows you to view all of the courses contained in the E-Learning Center.

- **Try Course Sample** provides two sample courses for you to try out.
- **F.A.Q.** provides answers to Frequently Asked Questions.

OFFICE OF RISK MANAGEMENT
On-Line Training

The State Office of Risk Management has developed, as part of their web site a section devoted to on-line training. This site will cover a variety of topics that may be related to corrections, or the jobs that you do. The Training Academy has approved for training credit any of the job related or personal programs found on this web site.

You can access this web site by either going from the State of Utah Home page or by accessing this web page at http://www.riskstate.ut.us/r_training/r_training.htm.

SECTION III

DIVISION
ADULT PROBATION AND PAROLE
Certified Staff

REGIONAL BASIC IN-SERVICE TRAINING

On October 2, 2008 all AP&P Conferences were cancelled due to budget cuts within the Department of Corrections. In-Service Training for FY09 has now reverted back to the individual regions. Regional coordinators will work with the Training Academy Staff to ensure that staff received the proper training for FY09.

Below are listed several training options. Regions are free to utilize these ideas, or offer additional training opportunities for their staff.

Instructor(s):   Department Staff and Guest Instructors
Mandatory: As listed below.
Recommended: Any Department Members

TRAINING CONTENT

Mandatory Training: The classes listed below are considered mandatory. Some of these courses will be delivered through the Distant Learning Program and should be completed by all certified staff. The training will be delivered through the UDC On-Line Training on the Inner-Web at your computer, videotape or test. Staff will have the entire year to complete most of the classes. Staff should complete the class and associated tests. Other mandatory topics will be delivered as part of the Basic In-Service Classes.

Mandatory Topics Delivered through On-Line Training:

Americans with Disabilities	2.00
Blood borne Pathogens	2.00
Defensive Driving (1)	1.00
Defensive Driving	1.00
Emergency Procedures	1.00
Policy and Procedures Test	2.00
Prison Rape Elimination Act	2.00

State of Utah Computer Security Awareness   1.00

The Department considers the above listed topics as mandatory. AP&P Staff may complete any other on-line training available.

Mandatory Topics Delivered through Regional Basic In-Service:
Firearms Classroom   4.00
O/C Re-Certification   1.00
Taser Re-Certification   1.00
Firearms Range Qualifications 1   4.00
Firearms Range Qualifications 2   4.00
(Need two qualifications this year.)

Optional Topics Developed and Delivered through Regional Training
UB-FIT Testing   1.00
EVO Range: Region 2,3 and 4   8.00
(Dates Range Available October 27, 2008; February 9, 2009; March 9, 2009; and May 4, 2009.)

REGION II TRAINING

DAY 1	DAY 2	DAY 3
Motivational Interviewing 2 hrs. Gang Update 2 hrs. Firearms 4 hrs.	Dispatch Issues 2 hrs. PPCT & Basic Knife Defense 2 hrs. Less than Lethal Weapons 2 hrs. Scenarios 2 hrs.	Basic Spanish 1 hr. Legal Issues 2 hrs. Department Issues 1 hr. Financial Planning 1 hr. Court Issues 1 hr. F-Track Issues 1 hr.

ADULT PROBATION AND PAROLE
Center's Staff
Basic In-Service Course

The following is the training schedule for the upcoming year. Please disburse to your staff. Also, attempt to place your staff evenly in the sessions in your area. If it is easier for a NUCCC staff to attend in SLC and visa versa they are welcome.

Instructor(s):   Department Staff and Guest Instructors
Required: All Center Staff
Recommended: Any Department Members

TRAINING CONTENT

❑ **Mandatory Training:**   The classes listed below are considered mandatory. Some of these courses will be delivered through the Distant Learning Program and should be completed by all certified staff. The training will be delivered through the UDC On-Line Training on the Inner-Web at your computer, videotape or test. Staff will have the entire

year to complete most of the classes. Staff should complete the class and associated tests. Other mandatory topics will be delivered as part of the Basic In-Service Classes.

Credit Hours: **Varies by Job Type – See page 21 to determine which classes you would be required to complete.**

Mandatory Topics Delivered through On-Line Training:

Americans with Disabilities	2.00
Blood borne Pathogens	2.00
Defensive Driving (1)	1.00
Defensive Driving	1.00
Emergency Procedures	1.00
Policy and Procedures Test	2.00
Prison Rape Elimination Act	2.00
State of Utah Computer Security Awareness	1.00

Mandatory Topics Delivered through Basic In-Service:

Firearms Range Qualifications 1 (Those who don't carry a weapon)	4.00
Firearms Range Qualifications 2 (Those who carry a weapon)	4.00
Other Topics TBA	

Credit Hours: **Varies by Job Type**

SECTION IV

DIVISION

INSTITUTIONAL OPERATIONS
Draper Site
Line Staff
Basic In-Service Course

This training has been designed to meet the needs of the Division of Institutional Operations certified staff in moving towards community safety and to meet the requirements of policy, statute, POST and recent areas identified as potential liability areas.

We will adhere to this schedule as much as possible. There will undoubtedly be changes due to instructor availability and scheduling problems. Please contact scheduling to confirm the session you will be attending. All staff members and their supervisors are responsible for ensuring that they attend the ten hour block of training and complete the mandatory classes and other on-line classes as required. All certified staff are required to obtain 40 hours of in-service training prior to June 30th.

Instructor(s):   Department Staff and Guest Instructors
Required: All Certified Staff
Recommended: Any Department Members

TRAINING CONTENT

□ **Mandatory Training:**

The classes listed below are considered mandatory. Some of these courses will be delivered through the Distant Learning Program and should be completed by all certified staff. The training will be delivered through the UDC On-Line Training on the Inner-Web at your computer, videotape or test. Staff will have the entire year to complete most of the classes. Staff should complete the class and associated tests. Some mandatory topics will be delivered as part of the Basic In-Service Classes.

Credit Hours: **Must complete 30 hours of on-line training.**

Mandatory Topics Delivered through On-Line Training:
- Americans with Disabilities   2.00
- Blood borne Pathogens   2.00
- Defensive Driving (1)   1.00
- Defensive Driving   1.00
- Emergency Procedures   1.00
- Mentally Disordered Offenders   2.00
- Policy and Procedures Test   2.00
- Prison Rape Elimination Act   2.00
- State of Utah Computer Security Awareness   1.00

The Department considers the above listed topics as mandatory. DIO Staff may complete any other on-line training available.

□ **Basic In-Service Training**

Mandatory Topics Delivered through Classroom or Practical Training:
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Time	Subject	Credit Hours
0700-0800	Warden's Update	1
0800-0830	Suicide Prevention	.5
0830-1200	Less Lethal Weapons – IMS Practical	3.5
1200-1300	Lunch	
1300-1600	Firearms Classroom	3
1600-1800	PPCT Ground Defense	2

❑ **Super Shoot**
Firearms Range Qualifications 1 (Those who don't carry a weapon)   4.00
Firearms Range Qualifications 2 (Those who carry a weapon)   4.00

Gunnison Site
Line Staff
Basic In-Service Course

This training has been designed to meet the needs of the Division of Institutional Operations certified staff in moving towards community safety and to meet the requirements of policy, statute, POST and recent areas identified as potential liability areas.

We will adhere to this schedule as much as possible. There will undoubtedly be changes due to instructor availability and scheduling problems. Please contact scheduling to confirm the session you will be attending. All staff members and their supervisors are responsible for ensuring that they attend the 24 hour block of training and complete the mandatory classes and other on-line classes as required. All certified staff are required to obtain 40 hours of in-service training prior to June 30th.

Instructor(s):   Department Staff and Guest Instructors
Required: All Certified Staff
Recommended: Any Department Members

TRAINING CONTENT

❑ **Mandatory Training:**
The classes listed below are considered mandatory. Some of these courses will be delivered through the Distant Learning Program and should be completed by all certified staff. The training will be delivered through the UDC On-Line Training on the Inner-Web at your computer, videotape or test. Staff will have the entire year to complete most of the classes. Staff should complete the class and associated tests. Some mandatory topics will be delivered as part of the Basic In-Service Classes.

Credit Hours: **Must complete 16 hours of on-line training.**

Mandatory Topics Delivered through On-Line Training:
- Americans with Disabilities   2.00
- Blood borne Pathogens   2.00
- Defensive Driving (1)   1.00
- Defensive Driving   1.00
- Emergency Procedures   1.00
- Mentally Disordered Offenders   2.00

- Policy and Procedures Test   2.00
- Prison Rape Elimination Act   2.00
- State of Utah Computer Security Awareness   1.00

The Department considers the above listed topics as mandatory. DIO Staff may complete any other on-line training available.

❑ **Basic In-Service Training**

-
-

Day 1

Time	Class
0600 – 1000	Firearms Training Credit Hours 4
1000 - 1200	Less Lethal Credit Hours 2
1200 – 1300	Lunch
1300 - 1500	O-Track Report Writing Credit Hours 2
1500 - 1600	Inmate Grievance Credit Hours 1
1600 - 1900	Ground Defense Credit Hours 3

Day 2

Time	Class
0600 – 1000	Crisis Management Credit Hours 4
1000 – 1200	Wardens Update Staff Disciplinary Credit Hours 2
1200 – 1300	Lunch
1300 - 1400	STRIVE Credit Hours 1
1400 – 1500	Gangs Credit Hours 1
1500 – 1700	Mentally Disordered Offenders Credit Hours 2
1700 – 1800	Legal Up-date Credit Hours 1
1800 – 1900	RIP Credit Hours 1

Enforcement Training
Draper Site
Basic In-Service Course

Mandatory Topics Delivered through On-Line Training:

• Americans with Disabilities	2.00
• Blood borne Pathogens	2.00
• Defensive Driving (1)	1.00
• Defensive Driving	1.00
• Emergency Procedures	1.00
• Mentally Disordered Offenders	2.00
• Policy and Procedures Test	2.00
• Prison Rape Elimination Act	2.00
• State of Utah Computer Security Awareness	1.00

❑ **Basic In-Service Training**

Mandatory Topics Delivered through Classroom or Practical Training:

• Crisis Management (Crisis Intervention) (P)	2.00
• Other Topics TBA	

SECTION V

DIVISION

CORRECTIONAL INDUSTRIES
Certified Staff
Basic In-Service Course

In-Service Training for Utah Correctional Industries will be divided into three separate sections. First, Distant Learning topics developed for use in the individual trainees office or work area. Second, Basic In-Service Topics that are recommend for staff working with offenders. Third, Job Specific Training, which focuses on individual work responsibility or overall UCI work activities. The Basic In-Service topics can be received along with DIO staff or UCI can set up separate training weeks. The dates below represent full weeks of UCI training with the first two days in March and May being combined with DIO.

Instructor(s):   Department Staff and Guest Instructors
Required: All Corrections Industries Certified Staff
Recommended: Any Department Members
TRAINING CONTENT

Course Description

❑ **Mandatory Training:**　　　The classes listed below are considered mandatory. Some of these courses will be delivered through the Distant Learning Program and should be completed by all certified staff. The training will be delivered through the UDC On-Line Training on the Inner-Web at your computer, videotape or test. Staff will have the entire year to complete most of the classes. Staff should complete the class and associated tests. Other mandatory topics will be delivered as part of the Basic In-Service Classes.

Credit Hours:　　　**Varies by Job Type – See page 21 to determine which classes you would be required to complete.**

Mandatory Topics Delivered through On-Line Training:
- Americans with Disabilities　　　　　　　　　　2.00
- Blood borne Pathogens　　　　　　　　　　　2.00
- Defensive Driving (1)　　　　　　　　　　　1.00
- Defensive Driving　　　　　　　　　　　　1.00
- Mentally Disordered Offenders　　　　　　　　2.00
- Policy and Procedures Test　　　　　　　　　2.00
- Prison Rape Elimination Act　　　　　　　　　2.00
- State of Utah Computer Security Awareness　　　1.00

❑ **Basic In-Service Training**

Mandatory Topics Delivered through Classroom or Practical Training:
- Crisis Management (Crisis Intervention) (P)　　　2.00
- Other Topics TBA

Credit Hours:　　　**Varies by Job Type**

SECTION VI

CIVILIAN
SUPPORT STAFF TRAINING
INITIAL ORIENTATION DAY

CIVILIAN NON-CERTIFIED SUPPORT STAFF

The purpose of Orientation and Training for new hired, non-certified employees of the Department is to provide the knowledge, skills and abilities which are required by law and Department of Corrections policy. Additionally specialized training is provided as required by individual divisions.

The Department of Corrections Office of Human Resource Management will schedule and deliver Day 1, Orientation Day, two times each month. One session will be held at the Training Academy and one session in Gunnison. This portion of the Initial Training Course needs to be completed by all newly hired civilian employees within one month of their hire date. This will ensure that a new employee has completed all of the necessary paper work for benefits and other Department requirements as well as receive some of the more critical training they may be required to receive.

Newly hired civilian employees should then attend the remainder of the course when it is offered each quarter. Again this training will be offered at Gunnison and the Academy.

After completing their Initial Training Course, civilian employees should then attend annual training as defined by policy and/or required by their division or immediate supervisor. The Training Academy will offer a two-day course for Clerical Staff and all other Civilian Employees each year to assist in this training effort.

Instructors: Human Resource Management personnel
                           Department and Division Instructors

ORIENTATION DAY
COURSE CONTENT

SUBJECT	HOURS
Department Required Classes	
ADA and Workers Compensation	0 .5
Unlawful Harassment Prevention	0 .5
GRAMA (Government Records Access Management Act)	1
Institutional Security	1
Staff / Inmate Relations	2
Access Staff On-Line Training	0.5
Employee Self Service	0.5
Department Required On-Line Classes	
Blood Borne Pathogens	2
Prison Rape Elimination Act (PREA)	2
Mentally Disordered Offenders (Suicide Prevention	2

ANNUAL IN-SERVICE TRAINING COURSE

CIVILIAN NON-CERTIFIED SUPPORT STAFF

This course has been designed to provide clerical employees of the Department of Corrections with training that will enhance their work capabilities and deal with current issues of the work environment. Additionally, support employees are required to complete mandatory Distant Learning Training. The following information outlines the in-service training that will be made available to support employees.

Instructors: Department Staff and Guest Instructors

Recommended: Department support staff
Any Department employee

❑ **Mandatory Training:**   The classes listed below are considered mandatory. Some of these courses will be delivered through the Distant Learning Program and should be completed by all certified staff. The training will be delivered through the UDC On-Line Training on the Inner-Web at your computer, videotape or test. Staff will have the entire year to complete most of the classes. Staff should complete the class and associated tests. Other mandatory topics will be delivered as part of the Basic In-Service Classes.

Credit Hours: **Varies by Job Type – See page 12 to determine which classes you would be required to complete.**

Mandatory Topics Delivered through Distant Learning:

Americans with Disabilities	2.00
Blood borne Pathogens	2.00
Defensive Driving (1)	1.00
Defensive Driving	1.00
Policy and Procedures Test	2.00
Prison Rape Elimination Act	2.00
State of Utah Computer Security Awareness	1.00
Unlawful Harassment Prevention	2.00
Workplace Hazards – Part 1	1.00

Workplace Hazards – Part 2   1.00

Mandatory Topics Delivered through Basic In-Service:
First Aid/CPR/ AED (If required by your position)   4.00

❑ **In-Service Classes for FY09**
Day One
Gang Prevention   2.00
Self Defense   2.00
Prison Tour   4.00

Day Two
Excel   2.00
Retirement   2.00
ID Theft   2.00
Staff/Inmate Relations   2.00

SECTION VII

INSTRUCTOR DEVELOPMENT
BASIC INSTRUCTOR COURSE

This course has been re-designed to incorporate the concept of "blended learning" which is a combination of "face-to-face" learning and computer based learning through the UDC On-Line Training Program. The course is designed to provide participants with the skills necessary to develop and deliver instructional material. Emphasis will be placed on effectively applying the principles of learning in designing and delivering training programs. Participants will learn techniques of instruction to impart knowledge, develop skills and cause behavioral changes. Participants will also learn how to select and define learning and behavioral objectives as well as evaluate training programs and determine outcomes.

Participants will make three 20- minute presentations and one, one-hour final presentation. Presentations will count as 50 percent of their overall score. All other course work will be done on-line. A written examination will be administered on line at the end of the program. This written exam will count as 50 percent of their overall score.

COURSE CONTENT:

❑ **ADMINISTRATION (12 HOURS):** This time will be spread throughout the course and shall consist of testing, evaluation, course introduction and summary.

- **PRINCIPLES OF LEARNING (2 HOURS):** This course will examine the various principles that apply to adult learning including theories and methods.
- **TRAINING LIABILITY (2 HOURS):** This class will discuss the liability that attaches to training function i.e., failure to train and negligent training. Also a review of steps to take to reduce or eliminate the potential for liability.
- **SELECTING INSTRUCTIONAL METHODS (1 HOUR):** A review of the criteria used to help determine which method of instructions is best used for the topic or meeting an objective.
- **METHODS OF INSTRUCTION (10 HOURS):** This time will be spent examining specific methods of instruction and how they should be used. Methods discussed will be Job Instruction; Lecture; Case Discussion; Role Play; Coaching; Mentoring and Incident Method.
- **TEACHING A PHYSICAL SKILL (3 HOURS):** This class will discuss the elements involved in teaching physical skills from preparation to delivery.
- **COMPUTER BASED PRESENTATION (6 HOURS):** This course will introduce the participant to the Power Point Program, which allows them to develop computer-assisted presentations. These presentations can be used for delivery in a classroom or distant learning setting.
- **CLASSROOM TECHNIQUES (5 HOURS):** This class will cover the topics of classroom logistics and dynamics. Focus will be on the development of visuals, handouts, and classroom set up for maximum effect.
- **LESSON PLAN DEVELOPMENT (8 HOURS):** This time will be allotted to participants to develop lesson material for their presentations.
- **IDENTIFYING PARTICIPANT'S NEEDS (1 HOUR):** A discussion of the process the instructor should take before training begins to determine what should be taught.
- **TRAINING EVALUATIONS (6 HOURS):** This block will discuss various techniques of evaluation from questionnaires to written tests. Time will be spent on the development of evaluation tools.
- **SELECTING AND DEFINING INSTRUCTIONAL OBJECTIVES (4 HOURS):** This course will assist the participants in the process of writing good instructional objectives.
- **DEMONSTRATIONS (20 HOURS):** Participants will be required to make three 20 minute presentations and one, one hour presentation as part of this training. A portion of their overall grade will come from these presentations.

PHYSICAL DEFENSE TACTICS INSTRUCTOR CERTIFICATION

These courses have been developed in conjunction with the PPCT Defensive Tactics Program for the training and certification of instructors as well as POST ACT Instructors. Each PPCT Course is approved and certified by PPCT under the direction of one of their instructor trainers. ACT is certified by POST.

Courses and Dates: **PPCT – Defensive Tactics Instructor Course**

                                 SHARP Instructor Course
                                 (Sexual Harassment and Rape Prevention)

Collapsible Baton Instructor Course

PPCT – Spontaneous Knife Defense Instructor Course

Dynamic Training Instructor Course
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WEAPONS
INSTRUCTOR CERTIFICATION

These courses have been developed to provide instruction to members interested in conducting firearms or weapons training and qualifications. Completion of the course will provide participants with Certification for the individual course. Participants who have not completed an instructor development course are encouraged to attend the next available session.

CONFLICT RESOLUTION
INSTRUCTOR CERTIFICATION

These courses have been developed to provide instruction to members interested in conducting conflict resolution training. Completion of the course will provide participants with Certification for the individual course. Participants who have not completed an instructor development course are encouraged to attend the next available session.

SECTION VIII

SPECIAL PROGRAMS
EDUCATIONAL STAFF TRAINING

Educational staff training has been developed in conjunction with the needs of those teachers and educators that work inside the Division of Institutional Operations.

Instructor(s):   Department Staff and Guest Instructors
Recommended: All Education Staff

FIELD TRAINING COURSES

The Divisions of AP&P and Institutions have developed with the assistance of the Training Academy a course for Field Trainer Certification. The Divisions will run courses as needed and will be announced separate from this plan.

ON JOB TRAINING

On the Job Training is the process used to train new officers on their duties or to train experienced officers on new duties. The amount of On Job Training Credit will depend on the time spent training a subordinate.

SECTION IX

PRE SERVICE ACADEMY TRAINING AND CERTIFICATION

UTAH DEPARTMENT OF CORRECTIONS
TRAINING ACADEMY
Special Functions Officer Course (SFO)
FY09 Curriculum
5 Weeks
201 Hours

Performance Objective Number	Name of Class	POST HOURS	UDC Hours
SFO	**0000 ADMINISTRATION AND TESTING**		
SFO 00.01.00	Administration	4	4
SFO 00.02.00	Physical Testing	3	3
SFO 00.03.00	Physical Training	16	16
SFO 00.04.00	Weekly Testing & Review Academy Quizzes (4 - 1 Hour Quizzes)	8	8
SFO 00.05.00	Certification Testing: Special Functions Officer (2 Hours) First Aid.CPR/AED (1 Hour)	4	4
SFO 00.06.00	Practical Testing	4	4
SFO 00.07.00	Instructor Concept Review	4	4
SFO 00.08.00	Reality Based Application	8	8
FND	**1000 FOUNDATION COURSES**		
FND 10.10.00	Ethics - Leadership and Officer Discretion	2	2
FND 10.11.00	Ethics - Professionalism, Decertification	2	2
FND 10.12.00	Ethics - Unlawful Harassment, Cultural Competency	2	2
FND 10.13.00	Ethics - Ethical and Moral Standards, Gratuities	2	2
FND 10.14.00	Ethics - Professional Communications & Appearance	2	2
FND 10.15.00	Ethics - Reporting Officer Misconduct, Code of Ethics	2	2
FND 10.20.00	Introduction to U.S. and State Constitutions	2	2
FND 10.30.00	Introduction to the Criminal Justice System	2	2
FND 10.40.00	Introduction to Utah Criminal Code	2	2
FND 10.50.00	Introduction to Utah Court System	2	2
FND 10.60.00	Introduction to Defensive Tactics	4	4
CORE	**1000 CORE COURSES**		
CORE 10.10.00	Report Writing I	4	4
CORE 10.15.00	Report Writing II (Moved from LEO Block)	0	2
CORE 10.20.00	Radio Communications	2	2
CORE 10.30.00	Media Relations	1	1
CORE 10.40.00	BCI/AFIS	1	1
CORE 10.50.00	Hazardous Materials Response	2	2
CORE 10.60.00	Emergency Medical Response	2	2
CORE 10.70.00	First Aid/CPR	7	7
CORE 10.80.00	Healthy Life Styles - Physical Fitness	3	3
CORE 10.81.00	Healthy Life Styles - Stress Management	2	2
CORE 10.90.00	Court Demeanor and Testifying (Moved from LEO Block)	0	3

UTAH DEPARTMENT OF CORRECTIONS
TRAINING ACADEMY
Special Functions Officer Course (SFO)
FY09 Curriculum
5 Weeks
201 Hours

Performance Objective Number	Name of Class	POST HOURS	UDC Hours
LAW	**1000 LAW COURSES**		
LAW 10.10.00	Laws of Arrest	4	4
LAW 10.20.00	Laws of Search and Seizure	6	6
LAW 10.30.00	Laws of Evidence	4	4
LAW 10.40.00	Laws of Reasonable Force	2	2
LAW 10.50.00	Liability of Peace Officers	2	2
LAW 10.60.00	Crimes Against Persons I	4	4
LAW 10.61.00	Crimes Against Persons II	2	2
LAW 10.70.00	Crimes Against Property I	3	3
LAW 10.71.00	Crimes Against Property II	4	4
LAW 10.80.00	Crimes Against Family	1	1
LAW 10.90.00	Crimes Against Administration of Government	1	1
LAW 11.00.00	Crimes Against Public Order and Decency	2	2
LAW 11.10.00	Controlled Substance Law	2	2
LAW 11.20.00	Alcohol Law	2	2
LAW 11.30.00	Juvenile Law	4	4
DT	**1000 DEFENSIVE TACTICS COURSES**		
DT 10.10.00	Approaching Subjects Position of Inteview	1	1
DT 10.20.00	Prone Searching and Cuffing	3	3
DT 10.30.00	Standing Search, Cuffing and Takedowns	4	4
DT 10.40.00	Low Profile Search, Cuffing and Takdeowns	3	3
DT 10.50.00	Weaponless Defense Techniques Part 1	4	4
DT 10.60.00	Escort and Transportation Position	1	1
DT 10.70.00	Sudden and In-Custody Deaths	2	2
PTRL	**1000 PATROL COURSES**		
PTRL 10.10.00	Gang Awareness	2	2
PTRL 10.20.00	Conflict Resolution	12	12
INV	**1000 INVESTIGATION COURSES**		
INV 10.10.00	Basic Interviews and Interrogations	4	4
INV 10.20.00	Preliminary Investigation	4	4
INV 10.30.00	Crime Scene Protection and Search	6	6
INV 10.40.00	Collection and Preservation of Evidence	6	6
INV 10.50.00	Victimology	4	4
INV 10.60.00	Sex Crimes Investigations (Moved from LEO Block)	0	4
INTX	**1000 INTOXICANTS**		
INTX 10.10.00	Basic Drug Recognition & Familiarization	2	4
	Totals	**200**	**211**

UTAH DEPARTMENT OF CORRECTIONS
TRAINING ACADEMY

Basic Corrections Officer Course (BCO)

FY09 Curriculum
4.35 Weeks / 174 Hours

Performance Objective Number	Name of Class	Module Hours	Class Hours
20.00.00	**ADMINISTRATION MODULE**	**27**	
20.01.00	BCO Block Reviews		2
	20.01.01 CLOR Block Review (1)		
	20.01.02 Basic Corrections Officer Block Review (1)		
20.02.00	BCO Written Tests and Quizzes		6
	20.02.02 Correctional Law and Offender Rights Test (1)		
	20.02.03 Defensive Tactics for Corrections Written Test (1)		
	20.02.04 Reasonable Force Test (1)		
	20.02.05 Basic Corrections Officer Certification Test (2)		
	20.02.07 Chemical Agents Test (1) (Moved from ACO Block FY09)		
20.03.00	Skills Practical Tests		5
	20.03.01 Physical Fitness Final Test (2)		
	20.03.02 Defensive Tactics for Corrections Practical Test (3)		
20.04.00	Report Writing Practical		2
	20.04.01 Report #1 (1) Used During SFO Block Aggravated Inmate Report		
	20.04.02 Report #2 (1) Used During BCO Block		
20.05.00	**Instructor Concept Hours (8) (New FY09)**		8
20.06.00	Graduation (Change course number)		4
21.00.00	**LEGAL MODULE**	**14**	
21.01.00	Correctional Law and Offender Rights		8
21.02.00	Prison Rape Elminiation Act (PREA)		2
21.03.00	Reasonable Force		4
22.00.00	**COMMUNICATIONS MODULE**	**8**	
22.01.00	Decision Making and Problem Solving		6
22.02.00	Radio Operations		1
22.04.00	History of Corrections		1
23.00.00	**HUMAN RELATIONS MODULE**	**15**	
23.01.00	Suicide Prevention (Mentally Disorderd Offenders and Crisis Management)		4
23.03.00	Staff/Offender Relations		4
23.04.00	Understanding Human Behavior		3
23.05.00	Abnormal Behavior (Deviant Behavior)		4
24.00.00	**INMATE MANAGEMENT MODULE**	**18**	
24.01.00	Stewardship (Offender Supervision)		8
24.02.00	Inmate Discipline		2
24.03.00	Street Gangs and Security Threat Groups		4
24.04.00	Gender Responsive Issues		4
25.00.00	**INVESTIGATION MODULE**	**3**	
25.01.00	Court Demeanor and Testifying (Moved from LEO Block FY09)	0	3

26.00.00	**OFFICER SAFETY MODULE**	**23**	
26.01.00	Survival Mind Set		3
26.02.00	Search Techniques		4
26.03.00	Hostage Taking and Negotiations		4
26.04.00	Riots and Disturbances		2
26.05.00	Institutional Security		2
26.06.00	Explosives and Incendiary Materials		2
26.08.00	Forced Cell Entry		2
26.09.00	Critical Response		2
26.10.00	**Chemical Agents (Moved from ACO Block FY09)**		2
27.00.00	**PHYSICAL SKILLS MODULE**	**66**	
27.01.00	Defensive Tactics for Corrections/Pressure Point Control Tactics		8
27.02.00	Defensive Tactics for Corrections/Spontaneous Knife Defense		8
27.03.00	Defensive Tactics for Corrections/Ground Tactics		4
27.04.00	Search Practical		4
27.05.00	Forced Cell Entry Practical		6
27.06.00	In-Custody Restraint Application (Need more time in FTO)		4
27.07.00	Critical Response Practical		6
27.08.00	Transportation of Prisoners		3
27.09.00	Head Counts		2
27.10.00	Physical Training		16
27.11.00	**Chemical Agent Practical (Moved from ACO Block FY09)**		5
	Total Hours	**174**	**174**

UTAH DEPARTMENT OF CORRECTIONS
TRAINING ACADEMY
Advanced Corrections Officer Course (ACO)
FY09 Curriculum
3.32 Weeks / 133 Hours

Performance Objective Number	Name of Class	Module Hours	Class Hours
30.00.00	**ADMINISTRATION MODULE**	15	
30.01.00	Corrections Overview		7
	30.01.02 Exective Director Presentation (1)		
	30.01.03 Overview AP&P (1)		
	30.01.04 Overview Board of Pardons (2)		
	30.01.05 Overview DIO (1)		
	30.01.06 Overview UCI (1)		
	* 30.01.09 Staff Training and Development (1)		
30.02.00	ACO Written Tests and Quizzes		3
	30.02.01 Firearms Safety Quiz (1)		
	30.02.02 Firearms Test (1)		
	* 30.02.03 UDC Policy and Procedures Test (1)		
30.03.00	Report Writing Practical		2
	30.03.01 Urinalysis Report (1)		
	30.03.02 Universal Protection Report (BBP) (1)		
30.04.00	HR Issues		3
	* 30.04.01 Benefits Class (2)		
	* 30.04.02 Blood Borne Pathogens (Forms and Clinic) (1)		
31.00.00	**LEGAL MODULE**	6	
31.01.00	The Role of Corrections Officers in Law Suits		1
* 31.02.00	UDC Policy and Procedures		3
* 31.03.00	Grievance Process		1
31.04.00	Americans with Disabilities Act (ADA)		1
32.00.00	**COMMUNICATIONS MODULE**	5	
* 32.03.00	FEMA IS-100 Introduction to Incident Command System (New FY08)		2
* 32.05.00	FEMA ICS-700 National Incident Management System (NIMS) (New FY08)		2
* 32.07.00	Security Awareness (Computer-Online)		1
33.00.00	**HUMAN RELATIONS MODULE**	1	
33.01.00	ECIRT		1

UTAH DEPARTMENT OF CORRECTIONS
TRAINING ACADEMY
Advanced Corrections Officer Course (ACO)
FY09 Curriculum
3.32 Weeks / 133 Hours

Performance Objective Number	Name of Class	Module Hours	Class Hours
34.00.00	**INMATE MANAGEMENT MODULE**	6	
* 34.02.00	Inmate Programming		2
34.03.00	Overview of Levels of Service Inventory (LSI)		1
* 34.04.00	Property Control		2
* 34.05.00	Inmate Classification (Moved from BCO FY08)		1
35.00.00	**INVESTIGATION MODULE**	0	
36.00.00	**OFFICER SAFETY MODULE**	20	
36.01.00	Effective Driving Techniques		3
36.02.00	Firearms Classroom		8
36.03.00	Safety and Emergencies		2
36.04.00	Introduction to Emergency Vehicle Operations		4
36.06.00	Urinalysis		1
* 36.07.00	Bloodborne Pathogens (Presented on Second Day of Course)		2
37.00.00	**PHYSICAL SKILLS MODULE**	80	
37.01.00	Firearms Training and Qualifications		40
37.02.00	Firearms: Shoot-Don't-Shoot		4
37.03.00	Firearms: Low Light Shooting		4
37.04.00	Specialty Impact Munitions		4
37.05.00	Weapons Retention and Protection		4
37.06.00	Physical Training		9
37.07.00	Universal Protection Practical		1
37.09.00	Urinalysis Practical		2
37.10.00	Riot Control		4
37.13.00	Defensive Tactics: Ground Tactics		8
	Total Hours	133	133

NOTE: Classes marked with (*) are required for Clinical Services students not attending the Firearms Training

PRE-SERVICE ACADEMY SCHEDULE

Session	Start Date	Location
PSA #239	August 4, 2008	Central Utah Training Center
PSA #240	September 8, 2008	Public Safety Education and Training Center
PSA #241	October 6, 2008	Public Safety Education and Training Center
PSA #242	November 3, 2008	Public Safety Education and Training Center
PSA #243	January 5, 2009	Public Safety Education and Training Center
PSA #244	February 16, 2009	Public Safety Education and Training Center
PSA #245	March 20, 2009	Public Safety Education and Training Center
PSA #246	May 11, 2009	Public Safety Education and Training Center
PSA #247	June 22, 2009	Public Safety Education and Training Center

* Additional classes may be added and locations may be changed to meet the needs of the department.

All dates and session numbers are subject to change. Call the Training Academy to confirm dates.

SECTION X

MANAGEMENT TRAINING

First Line Supervisor Course

The First Line Supervisor Academy is designed to provide the basic knowledge, tools, and skills the first line supervisor needs to perform his or her job effectively. It is designed as a starting point for the new supervisor and facilitates the addition of new training the supervisor eventually acquires. The classes for FY08 were developed from an ongoing needs analysis and recommendations from previous course participants.

Instructors: Department of Corrections Management Trainers

         Recommended: All new and current first line managers, supervisors, shift leaders and sergeants in the Department.

         Any staff member interested in a supervisor positions

COURSE CONTENT AND SCHEDULE

Course Descriptions		Instructional Hours
What is a Manager?		**2**
The transition from line staff to first line supervisor is often a very confusing and frustrating time. Roles are changed, expectations differ, and a new mindset must be developed in order to make the transition. This class discusses the various roles of the supervisor, the problems encountered as roles change, and discusses the important linkage of the supervisor between the line staff and the organization.		
Project Management		**4**

What can the organization be doing better, more efficiently, or more effectively? More importantly, *how* can the organization being doing better? In this class, the basic principles of pulling a team together to work on an identified project, the tools that are used, such as gap analysis, option development, timelines, and brainstorming, are covered. In the process, the class members participate in developing the team projects they will be working on for the next two weeks.

Working in Teams		4

How do team form? What happens when people are thrown together to work on a project? What are the steps in team formation? Is too much agreement between members a sign of problems? The class discusses the positives, the perils, and the pitfalls in building teams.

Developing Effective PowerPoint Presentations		3

Everyone has sat through a PowerPoint slide presentation at one time or another. Some have been exceptionally good, while others seemed to be an excuse to take a nap. How does the PowerPoint program work? How do you translate your ideas into visuals? What should you put in your slides? What shouldn't you put in your slides? How can PowerPoint be used as a tool and not a straitjacket? This class is fast moving and straight to the point. It assumes that the class member possesses average computer skills.

Mindful Supervisor		14

This class focuses on the interpersonal relationships and communications the effective supervisor builds and fosters within the organization structure. Highly experiential.

Basics of Managerial Liability		6

This course is a fast and furious overview of managerial liability. Presenting basic concepts of liability in plain English, this course seeks to acquaint the class member with the manager's responsibility to control the organization's liability exposure. Written by non-lawyers for non-lawyers, this course is not a replacement for seeking qualified legal advice. This course presents materials originally developed by the Law School at Sam Houston University, and builds on the materials by discussing several current cases. Highly interactive.

Motivating Employees		4

What is motivation? How do managers encourage employees to do their jobs effectively and efficiently? Motivation in public sector agencies is quite different from motivation in the private sector. Understanding why these differences are there is one key to developing an effective motivational strategy for the employee. Motivation is not a "one size fits all:" what motivates one employee may be of little use in motivating another. Both behavioral and operational theories are discussed, as well as developing motivational strategies that can be taken back to the workplace.

Team Dynamics		8

This highly experiential class involves the class member in a number of problem-solving situations that require the combined efforts and cooperation of all team members. This is an extension of the Project Management, Working with Teams, and Delegation classes. The course uses on the ground and low ropes experiences to reinforce the skills needed for people to work together as teams.

The Supervisor's Role as Trainer		4

The supervisor has many roles within the organization.   One of the primary roles is that of training employees, both new and veteran. The supervisor is responsible for training employees in new policies, duties, functions, and responsibilities as necessitated by the needs of the organization. Doing it effectively is a challenge in which the supervisor can succeed.

Performance Management		6

How does the supervisor manage performance? Almost everyone has worked for bosses who knew how to effectively manage the employee's performance, just as almost everyone has worked for bosses who did not have a clue about effective performance management. How are effective standards written? What are the hallmarks of effective performance standards? How often should the supervisor meet with their employees to discuss their progress? How can the performance plan be used as a tool for employee development? How can proper performance management detect problems early on and allow for corrections to be made? How can an employee's performance be corrected? These and other questions are covered in this class. This class serves as a basic introductory course for future classes and training in performance management.

Delegation		4

To delegate or to dump? That is the question. Done properly, delegation increases the effectiveness of the supervisor, allowing him or her to get more done. Proper delegation also serves as valuable training and development for employees as they learn new duties and succeed in new assignments.   Good delegation requires, among other things, good communication skills, time management skills, project management skills, and training skills.

Team Projects Presentations		17

Building out of the Project Management class, teams of 4-5 class members work together to complete an action project related to improve performance of some aspect within the Department. The teams apply project management skills, delegation skills, team development skills, communication skills, time management skills, and knowledge of liability principles as they develop their project from the idea stage to the action plan for implementation.

Welcome, orientations, exams, wrap-up, graduation		4

PILOT   E-LEARNING

FIRST LINE SUPERVISOR

ON-LINE COURSE

Due to budget constraints for FY 09 it became necessary to develop an alternative First Line Supervisor Course that would incorporate the use of on-line Training. This course is being designed to allow staff members to complete the training solely through the use of computer assisted learning of the National Institute of Corrections (NIC).

Individuals who wish to avail themselves of the course will be given approximately five months to complete the training. Each class of the course is a stand alone class and the individual will be given a certificate at the end of each class. A copy of this certificate must be sent to the Training Academy Management Unit for training credit. Upon completion of all the course material a final exam will be administered on-line.

Individuals completing this course will be given a First Line Supervisor Certificate and they will not be required to complete any other First Line Supervisor Course offered by the Department of Corrections.

Instructors: On-Line through NIC
Number of Courses: One

Recommended: All new and current first line managers, supervisors, shift leaders and sergeants in the Department.
Any staff member interested in a supervisor positions

Course Outline

Section 1:
The Basics of Management: Communicating, Managing, and Problem Solving (Months 1 and 2)

- Module 1: Developing Fundamental Critical Thinking Skills (3.0 hours)
- Module 2: Competencies for Tomorrow's Managers (5.5 hours)
- Module 3: Generating Alternatives in Problem Solving (2.5 hours)
- Module 4: Foundations of Coaching (3.0 hours)
- Module 5: Organizational Culture and Leadership (2.5 hours)
- Module 6: Difficult People in the Workplace (3.5 hours)
- Module 7: Listening, Influencing and Handling Tough Situations (4.0 hours)
- Module 8: Giving Feedback: A Manager's Guide (4.0 hours)
- Section Exam

Section 2:
Leadership and Risk Management (Months 3 and 4)

- Module 9: Challenges of the 21st Century (2.0 hours)
- Module 10: Dynamics of Leadership (3.0 hours)

- Module 11: Communicating a Shared Vision (4.5 hours)
- Module 12: Communicating and Reinforcing Change (2.5 hours)
- Module 13: Quid Pro Quo Harassment (2.5 hours)
- Module 14: Hostile Work Environment Harassment (2.0 hours)
- Module 15: Supervisory Liability (4.5 hours)
- Module 16: A Manager's Primer for Ensuring Accountability (6.0 hours)
- Section Exam

Section 3:
Coaching, Counseling, and Managing Performance (Months 5 and 6)

- Module 17: The Manager as Coach and Counselor (5.0 hours)
- Module 18: Coaching and the People Issues (3.0 hours)
- Module 19: Coaching Excellence Changes You (2.5 hours)
- Module 20: Energizing and Empowering Employees (2.5 hours)
- Module 21: Effective Management: Performance-based Appraisal (2.5 hours)
- Module 22: Removing Performance Barriers (4.0 hours)
- Module 23: Understand and Confront Performance Problems (2.0 hours)
- Module 24: Change Leadership (2.5 hours)
- Section Exam

Comprehensive Final Exam

COURSE CONTENT AND SEQUENCE
Program Summary

The *First Line Corrections Supervisor e-Academy* has been developed to meet the needs of the Utah Department of Corrections and its first line supervisors and managers. "First Line Supervisors" are defined as those staff members who have direct, supervisory responsibility for line staff. With recent losses of staff members due to budget cuts, retirements, and the ongoing problems of filling line positions, it was determined that a new way of providing training to Department supervisors and managers needed to be developed.

Training is one of those aspects that are often overlooked or regarded as a nuisance or a luxury. However, effective management training accomplishes three goals: 1) it contributes to the developing culture of excellence, 2) it improves the quality of management actions that contribute to improving staff morale and retention, and 3) it is the Department's, and its members', first line of defense in the event of legal action. This course is designed to provide the basic knowledge and skills necessary for new supervisory staff to succeed in the workplace.

The time spent away from the worksite has eliminated. The course is spread over a period of six months. There are 24 modules of online training that total eighty hours. As opposed to the two-week classroom first line supervisor academy, there are no team projects to prepare and present.

The online modules are available from the National Institute of Corrections at no cost to the participant or the Department. They may be worked on in parts, with the learning program saving the student's place in the module. At the end of the module and successfully completing the module test the program will print out a certificate of completion that the student is required to forward to the Academy as proof of completion. The 24 modules cover areas of communication, performance management, liability, interpersonal relationships, conflict resolution, and leadership. At the end of each Section, which runs for two months, a Section Exam, covering the material for that section will be made available by the Training Academy. Participants will have one week to complete this exam. Further instructions will follow as needed. At the conclusion of all three sections, a comprehensive exam, covering all the topics, will be made available by the Training Academy. Again, participants will have one week to complete the exam.

This new program is not intended to replace the two-week classroom academy. It is up to each Division to determine which approach to use. It is also up to each Division to decide which course of training to accept when conducting promotional interviews. The Academy has developed and promulgated this program because it meets the basic needs of both new managers and the Department. There are advantages and disadvantages for both the e-Academy and the traditional FLS Academy. It is for the Divisions to determine which course meets their needs. You, as the participant, have been selected by your Division to participate in this program.

The Training Academy is pleased to be able to bring this training program to the managers and supervisors of the Utah Department of Corrections.

MID-MANAGEMENT COURSE
COURSES CANCELED DUE TO BUDGET CUTS

The Middle Management Academy has been designed to meet the needs of middle managers in the UDC. One major component is the use of the Myers-Briggs Type Indicator (MBTI). By understanding ourselves we can better understand those around us and those whom we supervise. Developing this understanding is crucial to effectively managing others. The middle management position in any organization is fundamentally about communication. Developing these communication skills improves the effectiveness of the manager and, thus, the effectiveness of the organization.

Recommended: All new and current mid-level managers in the Department.
Any staff members interested in mid-management positions.

Module Content Descriptions

Course Descriptions	Possible Instructor(s)	Instructional Hours
Time Management		4

There is often not enough time in the day to get everything done. Prioritization and delegation are tools the manager uses to get the most out the time available. Getting things done is often not a matter of working longer but is about working smarter. How we manage our time is often a result of our personality type. The manager who understands themselves and their employees often enjoys greater productivity and higher quality of work life.

Project Management		4

What can the organization be doing better, more efficiently, or more effectively? More importantly, **how** can the organization being doing better? In this class, the basic principles of pulling a team together to work on an identified project, the tools that are used, such as gap analysis, option development, timelines, and brainstorming, are covered. In the process, the class members participate in developing the team projects they will be working on for the next two weeks.

Understanding Others by Understanding Ourselves: Intro to MBTI		7

This class discusses the results of the MBTI test the participant took before the Academy started. The goal is to understand the differences and similarities that exist between individuals and groups. Highly interactive.

Identifying Communication Styles by Type		4

Successful communication depends on understanding not only ourselves but also the perceptions and needs of those with whom we communicate.

The Manager as Both Coach and Mentor		4

The middle manager is in the position of identifying and developing the next generation of leaders in the Department. Coaching and mentoring are a major part of succession planning. Succession planning is not pre-selection or "old boy network." Instead, it is developing employees by providing them with opportunities and using the manager as a coach and mentor. Being a coach and mentor also requires the manager to hold their first line supervisors accountable and require them to perform their supervisory responsibilities.

The Leader as Steward		4

Leadership theories come and go, and all leave some kind of legacy. The leader who sees him- or herself as a steward understands that the position is not one of ownership for the period of time they are in the office. Rather, the leader views their responsibility in a longer time frame. The steward leader views the position as one to be held in trust for succeeding generations of managers. Instead of "my organization," the focus is on "our organization," and recognizing that the organization will go on long after the manager is gone from the position.

Troubleshooting Teams		4

It is a given that the majority of work is now performed through teams. However, some teams never get the past the stages of forming and storming, while other teams may be highly productive and yet encounter problems that require the involvement and intervention of the manager.

Motivation and Type		3

Different things motivate people. Some are motivated by money; some are motivated by challenges; some are motivated internally; and some are motivated by external factors. Very different things often motivate different types. It is the manager's job to find "what floats the boat" for each of their employees. The surprising thing is money is often the least effective motivator.

Dealing with the Employee in Crisis		2

Corrections is a stressful environment in which "bad things happen to good people." Job stress may be due to specific traumatic events or it may be the additive effect of the work environment. Often, chronic stress is managed through maladaptive behaviors, such as substance abuse, failed relationships and marriages, or suicide. Crisis behaviors can often be first observed at work. The manager is in a position identifying employees who are in crisis and coordinating interventions.

Preparing Effective PowerPoint Presentations		3

Everyone has sat through a PowerPoint slide presentation at one time or another. Some have been exceptionally good, while others seemed to be an excuse to take a nap. How does the PowerPoint program work? How do you translate your ideas into visuals? What should you put in your slides? What shouldn't you put in your slides? How can PowerPoint be used as a tool and not a straitjacket? This class is fast moving and straight to the point. It assumes that the class member possesses average computer skills.		
Offender Program Development		**2**
The UDC is known nationally as a highly innovative department when it comes to developing offender programs. The manager is often involved in developing programs to meet specific needs and/or implementing the program. Effectively managing the program by developing and reaching benchmarks, and evaluating through the use of outcome measures is how the program cycle is completed.		
Leading Change		**2**
"The only thing that is constant is change," or so goes the old proverb. Change is often viewed as unneeded and often threatening. By virtue of their position, middle managers are the implementers and leaders of change within the organization. Understanding the change process and how employees perceive change can make the difference between successful and unsuccessful transitions.		
The Balanced Scorecard System		**3**
Managers are responsible for results, even in a process-oriented organization like Corrections. Measuring results using the Balanced Scorecard method is the direction the Department is moving. Rather than just being "busy work," the Balanced Scorecard has the ability to determine department and division budgets, workforce allocations, and program viability.		
Team Dynamics		**8**
A hands-on ropes course, participants are exposed to a variety of problems that require individual and team skills to solve.		
Team Presentations (Including Prep)		**22**
Each class identifies areas and processes in the Department that can be "done better." Teams of 5-6 class member's work on a project throughout the two-week course and present their final report to their classmates and the Executive Office.		

MANAGEMENT IN-SERVICE TRAINING
COURSES MODIFIED DUE TO BUDGET CUTS

Objective:
Provide high quality training in the areas of performance management, employee relations, and management liability to all supervisors, managers, and administrators in the Utah Department of Corrections.

Rationale:
The proposed training is intended as a way to reduce the liability of the Department and its staff, as well as provide uniform guides for executing a number of managerial functions.

Specifications:
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- All POST-certified first line supervisors, middle managers, and administrators are encouraged to attend..

- Training to be provided by the DHRM Field Office and facilitated by the Management Training Unit, UDC Training Academy
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Audience:

Supervisors, Managers, and Administrators in the UDC